

Community Committee Fortnightly News Update

This news update gives committee members a swift update on known plans/activities within their remit and highlights any new issues they may wish or need to take account of.

If a service has nothing significant to report, the relevant column will state '**NSTR**' (Nothing significant to report)

Committee Spokespeople continue to have the opportunity of receiving more detailed briefings, including those that may be of a more confidential or complex nature at the scheduled spokes meetings through which they are able to keep their own members further updated as necessary.

News Update for the period ending: 24/06/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	We've agreed that students from City College Norwich will run the County Council for the day on 18 November 2016. The day will give students real experience of work and provide us with the opportunity to learn about what young people think of the County Council, what's important to them and what we could do differently. This will be part of the Takeover Challenge promoted by the Children's Commissioner, which gives children and young people across the country the opportunity to get involved in decision-making and experience of work. There will be an opportunity for Members to work with a group of students, so please put the date in your diary.	Anne Tansley Thomas and Chris Williams
Customer Services	<p>The Customer Service Delivery Group met this week to review the progress of the Customer Service Strategy and to shape the detail for the next phase of the programme. The development of the Registrar's Copy Certificate process is now well underway, and testing of the solutions for Information Compliance (including FOI, SARs etc) is due to take place next week with deployment due for 15 July 2016.</p> <p>The main areas for development in Phase 2 include Travel and Transport, NCLS and underpinning technology for a more secure customer account. We are also working closely with colleagues in Finance to develop the requirements for an E-Commerce solution to make it easier to buy products and services from NCC.</p> <p>The move from Vantage House is now complete and all the Customer Service teams are located on the first floor of county hall, with the exception of the post team who</p>	C Sumner

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	remain in their bespoke area near the loading bay – the move has gone smoothly with minimal disruption to the service provided to our customers.	
Cultural Services	<p>Library and Information Service</p> <p>Volunteers – the Norfolk Library and Information Service works closely with volunteers across the county to add value to services and to expand the range of activities delivered in the County's Libraries. In 2015/16 654 volunteers of all ages contributed 21,650 hours to 46 out of 47 libraries, offering their time to support reading and learning, digital literacy, job seekers, and to help reduce social isolation.</p> <p>People volunteer in libraries for all kinds of reasons, but some volunteer to get experience in a particular area of work. Volunteering with NLIS has paid dividends for many people who have succeeded in pursuing their career goals, or gaining employment as a result of their volunteer time with the service.</p> <p>One example is that of a volunteer who leads a book group at West Earlham library. Starting with the service as a young volunteer supporting the Summer Reading Challenge, she has continued to volunteer at West Earlham Library organising activities to help children and young people read more widely and more often during her university career. She has been successful in getting a job in a local school as a librarian. In this capacity she will continue to make a difference to young people's literacy and we are grateful that she will continue to volunteer with us alongside her paid work.</p> <p>Norfolk Community Learning Services</p> <p>Five senior manager posts have now been recruited from within the current staff pool, with post holders informed and new posts accepted. All other new posts are due to be offered in the next two weeks.</p> <p>A post Ofsted inspection action plan has been compiled as part of the on-going quality improvement processes within the service. The service is setting out its plans to achieve a Grade 1, 'Outstanding' standard within 2 years.</p> <p>The Learning bus has now completed its tour of Norfolk with approximately 100 new learners registering their interest in a variety of courses including childcare and family art. A series of tasters at County Hall led to 65</p>	<p>J Holland</p> <p>H Wetherall</p>

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	<p>enrolments in a variety of subjects including holiday Spanish, French and Italian. The Learning Festival at Wensum Lodge led to 450+ enrolments on taster sessions</p> <p>Norfolk Arts Service</p> <p>Norfolk Arts Forum – this is a free cross-sectoral membership organisation with more than 850 members and an annually elected Executive Committee, managed and promoted by the Norfolk Arts Service. Membership includes representatives from a wide range of arts and other organisations including: statutory and voluntary sector partners, regional organisations, local businesses, voluntary and community groups and individual practitioners.</p> <p>Established in 1984, it is now in its 32nd year, and promotes greater interest in and access to arts related issues and information; facilitates creative collaborations between the arts sector, the voluntary sector, local government, and regional and national bodies; proactively responds to local, regional, and national policy initiatives and changes on behalf of the arts sector.</p> <p>Members receive regular information, via weekly email bulletins, on jobs, opportunities, and funding for the arts in Norfolk. The Norfolk Arts Forum also has a Facebook page with over 1,200 members and Twitter account with over 890 members. The Norfolk Arts Forum always welcomes new members - if you would like any further information, please email arts@norfolk.gov.uk.</p> <p>Active Norfolk</p> <p>Women's Tour - Active Norfolk was responsible for bringing the Women's Tour to Norfolk for the first time when it passed through South Norfolk and Breckland, en-route to a finish outside City Hall in front of thousands of spectators on Wednesday 15 June. With events organised in market towns along the way, as well as a host of activities in the city, the event was a huge success. The community spirit evident throughout the Stage as well as the direct economic benefits derived from hosting such a prestigious international sporting event, including having a dedicated hour of highlights on ITV focusing on the tourism appeal of the county, show that events like these are of great value to the county</p> <p>Active Norfolk Strategy - On Tuesday 21st June Active Norfolk launched an exciting and ambitious new strategy,</p>	S Miller
		B Jones

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	<p>signalling intentions to improve the health and well-being of Norfolk residents, as well as increase the impact that sport and physical activity has on communities, socially, environmentally and economically. A link to download the strategy can be found here.</p> <p>Museums Service - NSTR</p> <p>NRO - NSTR</p>	
<p>Public Safety</p> <p>Norfolk Fire and Rescue Service</p>	<p>Operational activity for 23 to 24 June – Norfolk Fire and Rescue service experienced the following:</p> <p>There were 936 calls incoming in the 24 hour period from 23/6 – this is the most calls received in our history. The previous busiest was 600 5/12 tidal surge</p> <ul style="list-style-type: none"> • 631 Calls in three hours • 321 Flooding incidents after 18:00 23/06/2016 • 95 calls received from Hertfordshire (contingency plan enacted) 1800-1930 <p>Significant areas affected:</p> <p>Watton, Dereham, Shipdham, Hethersett, North Walsham, coastal around Mundesley, Norwich area</p> <p>Incidents of note:</p> <ul style="list-style-type: none"> • Cliff slip in Mundesley • 4 x 4 assisted moving ballot boxes • Major flooding in Saham Toney <p>Appliances:</p> <p>At one point there were only four front line pumps available for deployment, all other pumps were used, some a number of times and some for considerable time in the Dereham , Watton and North Walsham/Mundesley area.</p>	Roy Harold

Trading Standards	<p>Control:</p> <p>Staff were recalled to duty (10 in total, half the establishment) and all available mobilising PC's were used.</p> <p>Coordination:</p> <p>NCC, Breckland and North Norfolk emergency planning was closely coordinated with rest centres established at Dereham and Saham Toney.</p> <p>This year the focus of Food Safety Week (Monday 4 to Sunday 10 July) is how we can all waste less food.</p> <p>In the UK we throw away 7 million tonnes of food and drink from our home every year, the majority of which could have been eaten. Wasting this food costs the average household £470 a year. The two main reasons why we throw away good food are that we make too much or we don't use it in time. Research also shows that people can be confused about the difference between "Use By" and "Best Before" dates and they don't always know what can be safely cooked or frozen.</p> <p>Trading Standards have lead responsibility for food standards and labelling, including ensuring that "Use By" and "Best Before" dates are present on food labelling and have been used correctly by food producers.</p> <p>Officers from the Service have teamed up with waste reduction officer colleagues in Environment and Waste and officers from waste reduction and environmental health services in the district councils to deliver key messages to Norfolk residents during Food Safety Week. Information will be provided via social media and traditional media outlets.</p> <p>Tackling the most detrimental traders is a priority for Trading Standards. As part of this work we identify through intelligence the most complained of business sectors in Norfolk and then use a comprehensive approach to tackle that sector as a whole. This is a two way process - we aim to reduce complaints by consumers and increase compliance by traders. The most complained of sector in Norfolk is the second hand car sector. The Service has identified that buyers could do more for themselves to prevent them from making a bad decision when buying a second hand car. As part of our work to help prevent consumers having problems when</p>	Sophie Leney
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Emergency & Resilience	<p>they buy a second hand car we have developed a simple “checklist” based on the word CHECK for consumers to consider:-</p> <p>C – Compare the costs – know your budget and get the most from it. Use a price guide website to understand the value of the cars in your price bracket</p> <p>H – History. Check the V5 document ties up exactly with the car. Use the .Gov website to check its MOT and past mileage. Any gaps in the service history? - find out why</p> <p>E – Expectations. Age, price, mileage and descriptions all have a bearing on what you can expect of a used car. Ask - will it be serviced? Will it have an MOT?</p> <p>C – Confirm the deal in writing - price, trade in value, MOT/service and remedial work should be in writing on the sales document</p> <p>K – Keep all your paperwork on the sale.</p> <p>Trading Standards will put this message into a simple graphic format so that it can be promoted, through media, social media and our website.</p> <p>The Resilience Team has been busy facilitating and running several training courses and exercises in recent weeks. We may have emergency and business continuity plans in place, but we also need trained staff who have exercised those plans to be able to respond effectively to incidents when they occur. Hence the provision of training and exercising to ensure we are able to implement the plans and test they are fit for purpose. This has comprised both internal (NCC) and external training & exercising for businesses operating in Norfolk:</p> <ul style="list-style-type: none"> • 8 June Exercise Odin, Bacton Gas Terminal • 9 June Norfolk Resilience Forum Tactical Co-ordinating Group training, Kings Lynn • 14 June Media and Communication Strategies for Effective Emergency Response – multi-agency training for communications officers • 16 June NCC Emergency Loggist Training at Priory House, Kings Lynn • 17 June Emergency Loggist Training for Shell, Bacton • 23 June Exercise Zephyr for Briar Chemicals, Norwich. 	Jan Davis
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	Training and exercising is an ongoing process and further events are planned.	
Public Health	<p>Suicide Audit</p> <p>Public Health have completed the 2016 Audit of suicide in Norfolk. Suicide is a preventable cause of death, it is devastating for families and communities and there are significant social and gender inequalities. More men aged under 50 in England and Wales die from suicide than from road deaths, coronary heart disease or diseases of the liver.</p> <p>Local data shows that Norfolk has a higher rate of suicide than the national average – this is largely due to a higher than average rate in males. Three quarters of Norfolk people dying by suicide are males (76%) and over half of all suicide are hanging (53%). A third of all people who die by suicide are aged 45-59. Overwhelmingly the most commonly cited contributing factor was poor mental health, cited in two thirds of cases (66%). 90% of people who had died by suicide had seen their GP in the 12 months prior to their death and nearly a quarter of people (23%) had seen their GP in the week before their death. 47% were known to have had some contact with mental health services before their death.</p> <p>The Norfolk Suicide Prevention group, jointly chaired with Norfolk and Suffolk Foundation mental Health Trust is considering the findings and agreeing an action plan to seek to reduce the numbers of suicides in our communities.</p> <p>Audit of Care Home Infection Control</p> <p>The Infection control team have been working with Adults Care services to develop infection control arrangements in Care Homes. The team undertake audits in care homes to help them understand where they can implement improvements to their infection control arrangements. Since 2014, 85 homes have been audited. Can compliance averages 82%. Homes staff have engaged well with the work and over 95% of those audited have completed action plans. Overall we are finding the majority have good overall cleanliness. The main areas for improvement identified in audits were laundry, sluice and housekeeping facilities. The team are also delivering study days for care home champions and nearly 250 staff have attended.</p>	Louise Smith

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	 Adult social care SMT March 2016.ppt	
Registration Services	NSTR	Caroline Clarke